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TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

FROM: Amy Mendel-Clemens
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Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO

No: 05-11

DATE: 03/14/2005

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

PRIORITY: HIGH

SUBJECT: **Income Maintenance/ Workforce Development
Systems Gateway Web Page**

CROSS REFERENCE: [Administrator's Memo 05-02](#)

EFFECTIVE DATE: MARCH 14, 2005

PURPOSE

This memo provides information on the new "Income Maintenance/ Workforce Development Systems Gateway" (Systems Gateway) web page. This Systems Gateway page is being offered to all CARES users to help simplify access to applications that are related to your job and role as a worker.

BACKGROUND

The Systems Gateway page is intended to:

- 1) Provide an easy to use, single location for users to access frequently used state provided applications,
- 2) Be an IM/ES/FEP systems "desk top" that will be kept current as applications change, move or are updated, and

- 3) Begin the process of providing users with a "single sign on" (one user ID and password to get to most state provided applications). This is called the Web Access Management System (WAMS). You will note when you access any link that requires WAMS, the Electronic Case File (ECF) and/or the CARES Worker Web (CWW) for example, you will NOT need to enter your ID and password each time you go into the applications supported by WAMS.

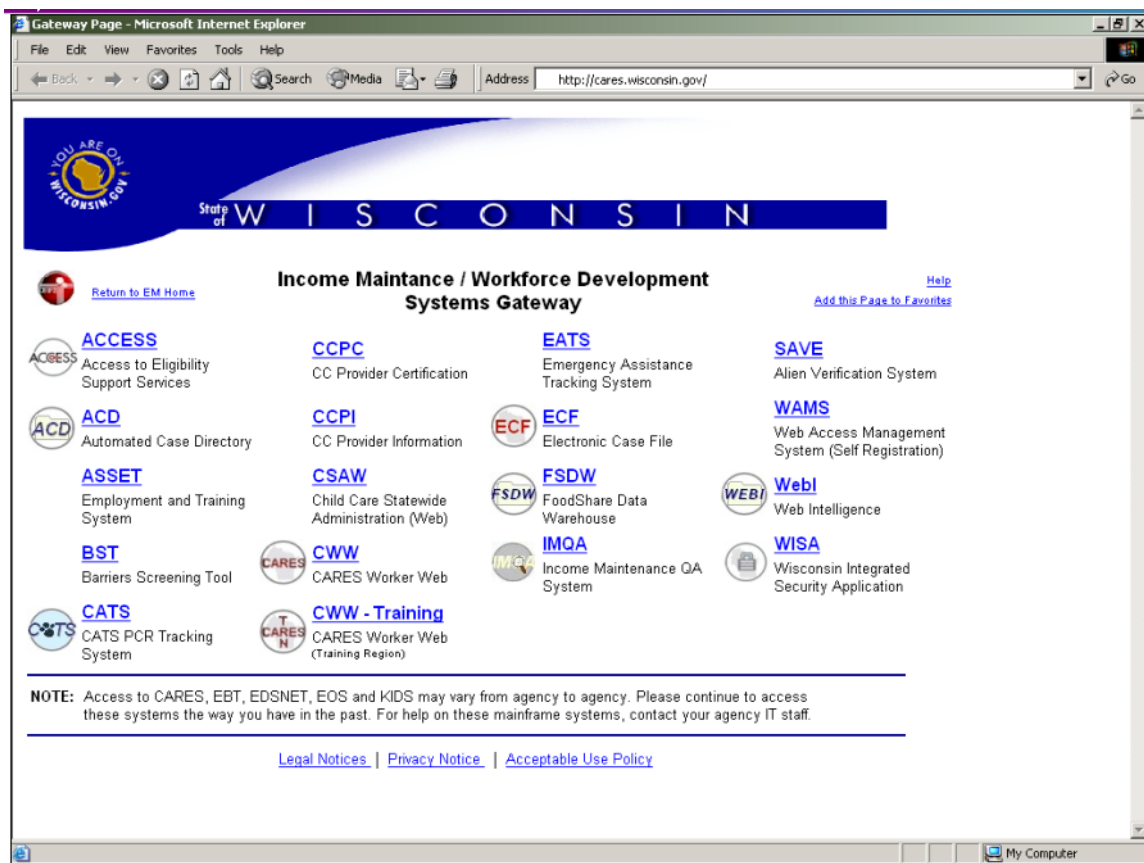
HOST ON DEMAND (HOD)

There currently are no links to HOD on the Systems Gateway page. Access to CARES, EDSNET, EBT, EOS, and KIDS may vary from agency to agency. Please continue to access these systems the way you have in the past. Links to HOD will be added to the Systems Gateway page at a later date.

POLICY

ACCESSING THE SYSTEMS GATEWAY PAGE

You can access this web page by either linking to it from the Eligibility Management (EM) page at <http://dhfs.wisconsin.gov/em/> in the "Systems" section or by going directly to it at <https://cares.wisconsin.gov>.



Currently, links to the systems shown here are found throughout the EM page. After several weeks, the links to these systems will be removed from the EM page and found only on the Systems Gateway page.

AVAILABILITY

The Systems Gateway page is available to all users immediately. Although this page will be available 24 hours/day, each system has its own availability schedule.

USAGE

1. For CWW users: Use the System Gateway page to access the CWW and other systems. After you open the system gateway page, leave the page open while working on one of the systems. This will allow for quicker access into CWW and for ease of navigation between applications. (For information about the CWW implementation, please refer to [Administrators Memo 05-02](#).)
2. For Non-CWW users: Workers that do not use the CWW or have not yet transitioned to it do not have to use this page. However, we strongly recommend using this page for ease of navigation between applications. After more applications move to WAMS, it will be advantageous to use the Systems Gateway page. After you open the system gateway page, leave the page open while working on one of the systems.

HELP

A help page was developed that gives the full name of each system, explains its purpose, its users, and lists contacts for new users or password resets. The link to the help page is found in the upper right hand corner of the page, or can be accessed directly at <http://dhfs.wisconsin.gov/em/gw/gateway-help.htm>. In addition, a Frequently Asked Questions (FAQ) page was added and is found as a link from the help page. The FAQ page can be accessed directly at <http://dhfs.wisconsin.gov/em/gw/gw-faqs.htm>

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC – Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.